Amendments to the Claims:

This listing of claims replaces all prior versions and listings of claims in the application:

Listing of Claims:

1. (Currently Amended) A computer program product comprising executable program instructions that when executed by a processor provide an interaction center manager's graphical user interface on an interconnected display device, the manager's graphical user interface comprising:

an overview area displaying ~~at least one user-selected~~ group statistics that ~~relates~~ relate to a ~~user-selected~~ responsiveness of a selected group of interaction center agents being monitored, ~~the at least one user-selected group statistic having been selected from among a plurality of predefined group statistics configured to be monitored~~ and that indicate a number of customers present in each of multiple customer queues, wherein the multiple customer queues are organized to accommodate different customer priority levels and are being serviced by the selected group of interaction center agents; and

a detailed area displaying a list of each agent of the [[user-]] selected group of interaction center agents being monitored and further displaying for each ~~of the~~ listed ~~agents~~ agent ~~at least one user-selected individual statistic relating to the listed agents~~ agent, an indication of a skill associated with the listed agent and information relating to the availability of the listed agent during a future period of time ~~the at least one user-selected individual statistic having been selected from among a plurality of predefined individual statistics configured to be monitored~~.

2. (Currently Amended) The computer program product of claim 1, wherein the ~~user-selected~~ statistics are associated with user-created profiles that represent different sets of statistics displayed on the graphical user interface.

Applicant : Kumar et al.
Serial No. : 10/804,320
Filed : March 18, 2004
Page : 3 of 9

Attorney's Docket No.: 13906-142001 / 2003P00614US01

3.   (Original) The computer program product of claim 1, wherein the display in the detailed area comprises one or more of the interaction center agent's name, queues, key figures for each queue, statistical measurements and alerts.

4.   (Currently Amended) The computer program product of claim 1, wherein the at least one ~~user-selected~~ group statistic is selected from a group consisting of an average handling time, an average speed of answer, an abandonment rate, an average talk time, an average response time, calls per hour, calls per day, total calls by channel and total calls by state.

5.   (Currently Amended) The computer program product of claim 1, wherein the at least one ~~user-selected monitored~~ individual statistic includes [[an]] a current availability state or a communication state for each of the listed agents.

6.   (Currently Amended) The computer program product of claim 5, wherein the ~~communicate~~ communication state is selected from a group consisting of an active chat state, an active phone state, an active email state, and an active paging state.

7.   (Canceled)

8.   (Currently Amended) A method of customizing an interaction center manager's graphical user interface, the method comprising:

        receiving a selection of interaction center agents to be monitored using the manager's graphical user interface;

        receiving a selection of [[an]] overview statistics that ~~characterizes~~ characterize a responsiveness of the selected interaction center agents and that indicates a number of customers present in each of multiple customer queues, wherein the multiple customer queues are organized to accommodate different customer priority levels and are being serviced by the selected group of interaction center agents ~~an activity of an interaction center~~ so that the overview statistics as applied to the selected agents to be monitored [[is]] are displayed in an overview area of the graphical user interface~~, the overview statistic being selected from among a plurality of predefined overview statistics configured to be monitored~~; and

receiving a selection of [[a]] detailed ~~statistic~~ information that <u>includes</u> ~~characterizes an~~ ~~activity of an~~ <u>the future availability of each of the selected</u> interaction center ~~agent~~<u>s and relates to</u> <u>at least one skill associated with each of the selected interaction center agents,</u> so that the selected ~~detailed statistic~~ <u>information</u> associated with each of the selected agents is displayed in a detailed area of the graphical user interface~~, the detailed statistic being selected from among a~~ ~~plurality of predefined detailed statistics configured to be monitored~~.

9.   (Original) The method of claim 8, wherein the display in the detailed area comprises one or more of the interaction center agent's name, queues, key figures for each queue, statistical measurements and alerts.

10.   (Original) The method of claim 9, further comprising receiving a selection of threshold values associated with each key figure.

11.   (Original) The method of claim 10, further comprising providing an alert when a key figure exceeds the selected threshold value associated with the key figure.

12.   (Original) The method of claim 11, wherein the alert comprises a visual indication on the display.

13.   (Currently Amended) The method of claim 8, wherein the selected overview statistic<u>s</u> [[is]] <u>are</u> selected from a group consisting of an average handling time, an average speed of answer, an abandonment rate, an average talk time, an average response time, calls per hour, calls per day, total calls by channel and total calls by state.

14.   (Currently Amended) The method of claim 8, wherein the selected detailed ~~statistic~~ <u>information</u> associated with each of the selected agents includes [[an]] <u>a current</u> availability state or a communication state.

15.   (Currently Amended) The method of claim 14, wherein the ~~communicate~~ communication state is selected from a group consisting of an active chat state, an active phone state, an active email state, and an active paging state.

16.   (Canceled)

17.   (Currently Amended) A system for providing an interaction center manager's graphical user interface on an interconnected display device, the system comprising one or more computers configured to provide on the graphical user interface:

an overview area displaying ~~at least one user-selected~~ group statistics that ~~relates~~ relate to a ~~user-selected~~ responsiveness of a selected group of interaction center agents being monitored, ~~the at least one user-selected group statistic having been selected from among a plurality of predefined group statistics configured to be monitored~~ and that indicate a number of customers present in each of multiple customer queues, wherein the multiple customer queues are organized to accommodate different customer priority levels and are being serviced by the selected group of interaction center agents; and

a detailed area displaying a list of each of the [[user-]] selected group of interaction center agents being monitored and further displaying for each of the listed agents ~~at least one user-selected individual statistic relating to the listed agents,~~ an indication of a skill associated with the listed agents, and information relating to the availability of the listed agents during a future period of time ~~the at least one user-selected individual statistic having been selected from among a plurality of predefined individual statistics configured to be monitored~~.

18.   (Currently Amended) A system for customizing an interaction center manager's graphical user interface, the system comprising one or more computers configured to:

receiving a selection of interaction center agents to be monitored using the manager's graphical user interface;

receiving a selection of [[an]] overview statistics that ~~characterizes~~ characterize a responsiveness of the selected interaction center agents and that indicates a number of customers present in each of multiple customer queues, wherein the multiple customer queues are organized to accommodate different customer priority levels and are being serviced by the selected group

of interaction center agents ~~an activity of an interaction center~~ so that the overview statistics as applied to the selected agents to be monitored [[is]] are displayed in an overview area of the graphical user interface~~, the overview statistic being selected from among a plurality of predefined overview statistics configured to be monitored~~; and

receiving a selection of a detailed ~~statistic~~ information that includes ~~characterizes an activity of an~~ the future availability of each of the selected interaction center agents and relates to at least one skill associated with each of the selected interaction center agents, so that the selected ~~detailed statistic~~ information associated with each of the selected agents is displayed in a detailed area of the graphical user interface~~, the detailed statistic being selected from among a plurality of predefined detailed statistics configured to be monitored~~.